

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

### Division of Comprehensive Psychiatric Services - Inpatient

## Demographics

|                               | Total Served<br>CPS Inpatient<br>Facilities <sup>a</sup> | Total Survey<br>Returns | Adult<br>Acute Care | Adult<br>Long-Term Care | Child/Adolescent<br>Acute Care | Child/Adolescent<br>Residential Care |
|-------------------------------|--|-------------------------|---------------------|-------------------------|--------------------------------|--------------------------------------|
| <b>SEX</b>                    |  |                         |                     |                         |                                |                                      |
| Male                          | 72.8%  | 73.2%                   | 55.9%               | 82.0%                   | 52.9%                          | 80.0%                                |
| Female                        | 27.2%  | 26.8%                   | 44.1%               | 18.0%                   | 47.1%                          | 20.0%                                |
| <b>RACE</b>                   |  |                         |                     |                         |                                |                                      |
| White                         | 64.7%  | 65.4%                   | 73.4%               | 60.4%                   | 61.1%                          | 78.0%                                |
| Black                         | 32.1%  | 26.2%                   | 18.7%               | 30.0%                   | 38.9%                          | 19.5%                                |
| Hispanic                      | 0.8%   | 2.2%                    | 1.5%                | 2.9%                    | 0%                             | 0%                                   |
| Native American               | 0.2%   | 2.5%                    | 3.4%                | 2.4%                    | 0%                             | 0%                                   |
| Pacific Islander <sup>b</sup> | 0%   | 0.7%                    | 1.5%                | 0.5%                    | 0%                             | 0%                                   |
| Other                         | 2.2%   | 2.9%                    | 1.5%                | 3.8%                    | 0%                             | 2.4%                                 |
| <b>AGE</b>                    |  |                         |                     |                         |                                |                                      |
| 0-17                          | 8.9%   | 8.2%                    | 0%                  | 0%                      | 100.0%                         | 95.1%                                |
| 18-49                         | 73.0%  | 75.5%                   | 86.5%               | 80.0%                   | 0%                             | 4.9%                                 |
| 50+                           | 18.0%  | 16.3%                   | 13.5%               | 20.0%                   | 0%                             | 0%                                   |

<sup>a</sup> The Total Served represents demographics based on the number of people served in April 2000 according to DMH billing records.

<sup>b</sup> The state classifies Pacific Islander in the "other" category.

## Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

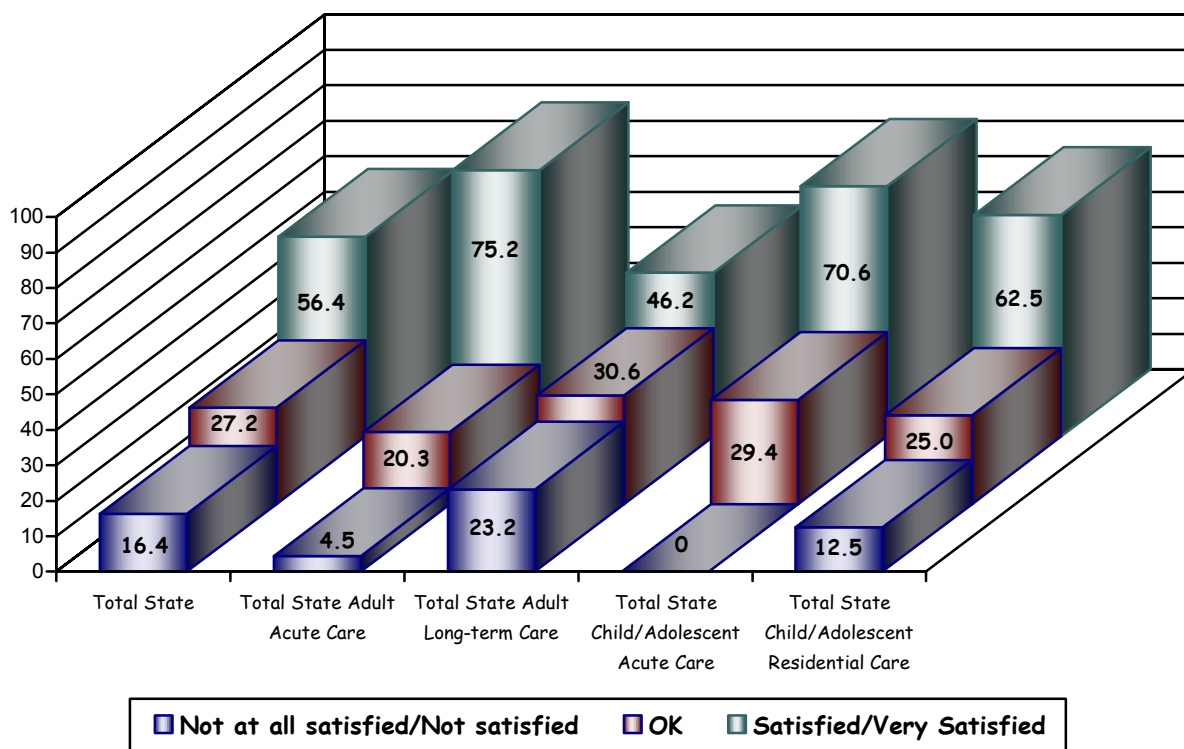
|                              | Number Served<br>April 2000 | Number Forms<br>Returned | Percent of<br>Served Returned |
|------------------------------|-----------------------------|--------------------------|-------------------------------|
| Total CPS Inpatient          | 1999                        | 751                      | 37.6%                         |
| Adult Acute Care             | 769                         | 228                      | 29.6%                         |
| Adult Long-Term Care         | 1055                        | 466                      | 44.2%                         |
| Child/Adolescent Acute Care  | 126                         | 19                       | 15.1%                         |
| Child/Adolescent Residential | 49                          | 41                       | 83.7%                         |

# Services for the Deaf or Hard of Hearing

*The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies that deaf or hard of hearing consumers identified as having signing staff available for those who use sign language.*

|   | Overall State | Adult Acute Care | Adult Long-Term Care | Child/Adolescent Acute Care | Child/Adolescent Residential Care |
|---|---------------|------------------|----------------------|-----------------------------|-----------------------------------|
| Are you deaf or hard of hearing?                | 9.2%          | 8.7%             | 10.3%                | 0%                          | 5.0%                              |
| (a) If yes, do you use sign language?           | 19.6%         | 22.2%            | 19.4%                | 0%                          | 0%                                |
| (b) If yes, did this agency have signing staff? | 33.3%         | 25.0%            | 38.1%                | 0%                          | 0%                                |
| Did this agency use interpreters?               | 25.9%         | 13.5%            | 37.2%                | 33.3%                       | 10.0%                             |

## Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Overall, 56.4% of the inpatient respondents to the survey were satisfied with services provided by The Division of Comprehensive Psychiatric Services.
- The highest satisfaction was reported in the Adult Acute Care program where 75.2% of the respondents were "satisfied" or "very satisfied" with services.
- Consumers in the Adult Long-Term Care program were the least satisfied with services. Only 46.2% chose "satisfied" or "very satisfied".

# Satisfaction with Services

| How satisfied are you . . .  | Total CPS<br>Inpatient<br>Facilities | Adult Acute<br>Care | Total Adult<br>Long-Term Care<br>Consumers | Child/Adol.<br>Acute Care | Child/Adol.<br>Residential Care |
|--|--------------------------------------|---------------------|--|---------------------------|---------------------------------|
| with the staff who serve you?  | 3.68<br>(676)                        | 4.09<br>(203)       | 3.46<br>(415)                              | 4.22<br>(18)              | 3.58<br>(40)                    |
| that staff/treatment are helpful to you?   | 3.72<br>(678)                        | 4.16<br>(200)       | 3.50<br>(420)                              | 4.00<br>(18)              | 3.73<br>(40)                    |
| with how staff keep things about you and<br>your life confidential?  | 3.74<br>(666)                        | 4.22<br>(201)       | 3.47<br>(408)                              | 4.06<br>(17)              | 3.95<br>(40)                    |
| that your treatment plan has what you want<br>in it?   | 3.45<br>(666)                        | 3.92<br>(201)       | 3.16<br>(408)                              | 3.94<br>(18)              | 3.82<br>(39)                    |
| that your treatment plan is followed by<br>those who assist you?   | 3.68<br>(665)                        | 4.13<br>(198)       | 3.43<br>(409)                              | 4.06<br>(18)              | 3.88<br>(40)                    |
| that the agency staff respect your ethnic<br>and cultural background?  | 3.76<br>(659)                        | 4.22<br>(190)       | 3.49<br>(413)                              | 4.00<br>(17)              | 4.26<br>(39)                    |
| with the services that you receive?  | 3.64<br>(677)                        | 4.14<br>(202)       | 3.34<br>(418)                              | 4.18<br>(17)              | 3.90<br>(40)                    |
| that staff treats you with respect,<br>courtesy, caring, and kindness?   | 3.67<br>(678)                        | 4.11<br>(202)       | 3.42<br>(418)                              | 4.28<br>(18)              | 3.85<br>(40)                    |
| that the environment is clean and<br>comfortable?  | 3.76<br>(682)                        | 4.21<br>(204)       | 3.53<br>(420)                              | 4.33<br>(18)              | 3.60<br>(40)                    |
| that the meals are good, nutritious and<br>sufficient amounts?   | 3.32<br>(678)                        | 3.78<br>(202)       | 3.15<br>(418)                              | 3.22<br>(18)              | 2.90<br>(40)                    |
| How safe do you feel . . .   |                                      |                     |  |                           |                                 |
| in this facility?  | 3.66<br>(679)                        | 4.11<br>(203)       | 3.40<br>(419)                              | 4.28<br>(18)              | 3.90<br>(39)                    |
| <p>The first number represents a mean rating.<br/> <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br/> <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.<br/> The number in parentheses represents the number responding to this item.</p> |                                      |                     |  |                           |                                 |

## Some of the key findings were:

- The highest satisfaction ratings were that the agency staff respect the consumer's ethnic and cultural background and that the environment is clean and comfortable (means of 3.76).
- The lowest satisfaction rating was that the meals are good, nutritious, and in sufficient amounts (mean of 3.32).
- The Child/Adolescent Acute Care consumers were the most satisfied across the four groups with the services they received (mean of 4.18).

## Comparison by Gender in an Inpatient Setting

Only two items showed a significant difference between male and female respondents. Females rated that staff keep things about them and their lives confidential and their satisfaction with services significantly higher than males.

| How satisfied are you...  | Sex           |               | Significance          |
|---|---------------|---------------|-----------------------|
|   | Male          | Female        |                       |
| with how staff keep things about you and your life confidential?  | 3.68<br>(462) | 3.96<br>(167) | F(1,628)=5.85, p=.016 |
| with the services you receive?  | 3.58<br>(475) | 3.83<br>(167) | F(1,641)=4.69, p=.031 |
| The first number represents a mean rating.<br><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.<br>The number in parentheses represents the number responding to this item. |               |               |                       |

## Comparison of Racial/Ethnic Background in an Inpatient an Setting

A comparison was made among the racial and ethnic backgrounds on the satisfaction ratings. On the average, Hispanic respondents were the most satisfied with services.

| How satisfied are you...   | White         | Black         | Hispanic     | Native American | Other        | Significance          |
|--|---------------|---------------|--------------|-----------------|--------------|-----------------------|
| with how staff keep things about you and your life confidential?   | 3.81<br>(416) | 3.69<br>(153) | 4.21<br>(14) | 3.31<br>(16)    | 3.09<br>(23) | F(4,621)=2.75, p=.027 |
| that your treatment plan has what you want on it?(a, b, c)   | 3.45<br>(418) | 3.56<br>(156) | 4.23<br>(13) | 3.25<br>(16)    | 2.50<br>(22) | F(4,624)=4.53, p=.001 |
| that the treatment plan is being followed by those who assist you? (a, b, c)   | 3.70<br>(415) | 3.77<br>(155) | 4.14<br>(14) | 3.60<br>(15)    | 2.71<br>(21) | F(4,619)=4.50, p=.001 |
| that the agency staff respect your ethnic and cultural background? (a)   | 3.86<br>(407) | 3.63<br>(158) | 3.86<br>(14) | 3.87<br>(15)    | 2.91<br>(22) | F(4,615)=3.83, p=.004 |
| with how safe you feel in this facility?(a)  | 3.76<br>(426) | 3.61<br>(160) | 4.00<br>(13) | 3.73<br>(15)    | 2.86<br>(22) | F(4,635)=2.98, p=.019 |
| The first number represents a mean rating.<br><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.<br>The number in parentheses represents the number responding to this item.<br><i>Scheffe Post-Hoc significance at .05 or less.</i><br>(a) Interaction between White and Other.<br>(b) Interaction between Black and Other.<br>(c) Interaction between Hispanic and Other. |               |               |              |                 |              |                       |

## Comparison by Age in an Inpatient Setting

A comparison was made by three age categories: (1) youth less than 18 years of age; (2) young adults from 18 years of age to 49 years of age; and (3) older adults, 50 years of age and older. Youth under 18 years of age were most satisfied that the treatment plan had what they wanted on it and with the services they received. The older adults (50 years and older) were most satisfied with their food.

| How satisfied are you...   | 0-17         | 18-49         | 50+           | Significance          |
|--|--------------|---------------|---------------|-----------------------|
| that your treatment plan has what you want on it?(a)   | 3.82<br>(55) | 3.46<br>(476) | 3.28<br>(103) | F(2,633)=3.01, p=.050 |
| with the services you receive?   | 3.95<br>(55) | 3.57<br>(487) | 3.80<br>(103) | F(2,644)=3.13, p=.045 |
| that the meals are good, nutritious and in sufficient amounts? (a)   | 2.98<br>(56) | 3.31<br>(487) | 3.55<br>(104) | F(2,646)=3.42, p=.033 |
| <p>The first number represents a mean rating.<br/> <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br/> <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.<br/> The number in parentheses represents the number responding to this item.<br/> Scheffe Post-Hoc significance at .05 or less<br/> (a) Interaction between ages 0-17 and 50+.</p> |              |               |               |                       |

## Comparison by Current Living Situation

*There were no significant differences either in the satisfaction with services or quality of life scales.*

## Comparison by Whether Resided in Residential Treatment

*There were no significant differences either in the satisfaction with services or quality of life scales.*

## Comparison Across Programs

A comparison was made between the type of programs. Those in Child/Adolescent Acute Care were most satisfied with services.

| How satisfied are you...  | Adult<br>Acute Care | Adult<br>Long-Term<br>Care | Child/<br>Adolescent<br>Acute Care | Child/<br>Adolescent<br>Residential<br>Care | Significance           |
|---|---------------------|----------------------------|------------------------------------|---|------------------------|
| with the staff who serve you?(a)  | 4.09<br>(203)       | 3.46<br>(415)              | 4.22<br>(18)                       | 3.58<br>(40)                                | F(3,675)=14.51, p<.001 |
| with how much your staff know how to get things done?(a)  | 4.16<br>(200)       | 3.50<br>(420)              | 4.00<br>(18)                       | 3.73<br>(40)                                | F(3,677)=14.74, p<.001 |
| with how staff keep things about you and your life confidential?(a)   | 4.22<br>(201)       | 3.47<br>(408)              | 4.06<br>(17)                       | 3.95<br>(40)                                | F(3,665)=16.76, p<.001 |
| that your treatment plan has what you want on it?(a, d)   | 3.92<br>(201)       | 3.16<br>(408)              | 3.94<br>(18)                       | 3.82<br>(39)                                | F(3,665)=18.05, p<.001 |
| that the treatment plan is being followed by those who assist you?(a)   | 4.13<br>(198)       | 3.43<br>(409)              | 4.06<br>(18)                       | 3.88<br>(40)                                | F(3,664)=17.56, p<.001 |
| that the agency staff respect your ethnic and cultural background?(a, d)  | 4.22<br>(190)       | 3.49<br>(413)              | 4.00<br>(17)                       | 4.26<br>(39)                                | F(3,658)=18.60, p<.001 |
| with the services you receive?(c, d)  | 4.14<br>(202)       | 3.34<br>(418)              | 4.18<br>(17)                       | 3.90<br>(40)                                | F(3,676)=22.25, p<.001 |
| that the staff treats you with respect, courtesy, caring, and kindness?(a)  | 4.11<br>(202)       | 3.42<br>(418)              | 4.28<br>(18)                       | 3.85<br>(40)                                | F(3,677)=15.19, p<.001 |
| that the environment is clean and comfortable?(a, b)  | 4.21<br>(204)       | 3.53<br>(420)              | 4.33<br>(18)                       | 3.60<br>(40)                                | F(3,681)=15.98, p<.001 |
| that the meals are good, nutritious, and in sufficient amounts?(a, b)   | 3.78<br>(202)       | 3.15<br>(418)              | 3.22<br>(18)                       | 2.90<br>(40)                                | F(3,677)=12.60, p<.001 |
| with how safe you feel in this facility?(a, c)  | 4.11<br>(203)       | 3.40<br>(419)              | 4.28<br>(18)                       | 3.90<br>(39)                                | F(3,678)=16.65, p<.001 |
| <p>The first number represents a mean rating.<br/> <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br/> <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.<br/>                     The number in parentheses represents the number responding to this item.</p> <p>Scheffe Post-Hoc significance at .05 or less</p> <p>(a) Interaction between Adult Acute Care and Adult Long-Term Care.<br/>                     (b) Interaction between Adult Acute Care and Child/Adolescent Residential Care.<br/>                     (c) Interaction between Adult Long-Term Care and Child/Adolescent Acute Care.<br/>                     (d) Interaction between Adult Long-Term Care and Child/Adolescent Residential Care.</p> |                     |                            |                                    |   |                        |

# CPS Inpatient Subjective Responses

## What Like Best About the Program:

The consumers in the residential Comprehensive Psychiatric Services program mentioned many aspects of the program that they liked best. These ranged from general to specific comments. Some of the salient responses have been summarized below:

### *Treatment Staff:*

The physicians received accolades from many of the families. *My psychiatrist was very thorough. They were seen as doing their best to help me recover. They also answered all my questions and seemed to genuinely care.* Psychologists were also seen positively. *Psychologist caring and always available.* From all therapy staff there was *very good counseling and positive input.*

### *Caring Staff:*

Other staff in the residential facilities received praise. *That the staff was helpful and they didn't let any harm come to me.* They were seen as *caring and very trained in their field.* A typical statement was, *People seemed to care and are sympathetic to my issues that brought me to the hospital.*

### *Work Program:*

There were some comments about the work program. *I like being able to get to work and I feel that the treatment here is very helpful to me.* One person liked the *work therapy* since it *teaches work skills.*

### *Facilities:*

The facilities were discussed in many of the comments. The facility was seen as *clean, quiet, safe, low keyed with no pressure situation.* For another *the cottages are new and clean.* The rooms were seen as *comfortable* and one person appreciated that he *got three meals a day.* Others liked the *food and the way they house us - we have our own room.* The living conditions were also mentioned: *the physical environment was well kept* and one person stated they just liked *the living conditions.*

### *Reaching Goals:*

The goals that were set and the work to achieve these goals was prominent in some of the comments. *That my goals are being met and right now I'm very close to getting out.* For another, *I like the goal setting and the help in achieving these goals.*

### *Outings:*

The field trips and outings from the facilities were seen as fun. One person simply stated that *the trips and outings* were the best part of the services. For another *The outing trips are fun.*



## What Could Be Improved:

As with most programs, some participants recommended some improvements that could be made. These have been summarized below:

### *Increased Staff:*

There were some comments about the necessity of increasing the staff. *More staff on duty so we can go outside more often.* For another, *have more staff on the units.*

### *Level and Token Systems:*

Some residents saw the token system negatively. *Not so dang hard getting level.* They *don't want level system.* For another it was the same, *remove the damn token system.*

### *More Activities:*

These consumers wanted more activities, especially on the weekend. *More activities on the weekend.* They wanted *more things to do and not just setting around.* A similar response, *more things to do to keep busy - outside the facility.*

### *Promptness:*

There was seen to be a need for more promptness, especially in entering the facility. *Do the paperwork faster and the procedure could be speeded up.*

### *Discharge Sooner:*

Some residents wanted an earlier discharge date. *By discharging me as soon as I am able to leave the hospital.* One person felt *I no longer need inpatient services. I feel I can manage well on my own without patient services.* For another, *once clients have stabilized they should be released into the community to make a contribution. I have been stable for over four years.*

### *Cleaner Facilities:*

There were a few comments about the need for a cleaner facility: *cleaner showers and bathrooms.* Another, *clean all the bathrooms.*